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ALBERTA HEALTH

PROGRAM AND SERVICE GUIDE

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Alberta
HEALTH

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ALBERTA HEALTH MISSION STATEMENT

The mission of Alberta Health is to promote, maintain and improve the health of Albertans by providing direction in the management of resources, to ensure appropriate, accessible and affordable health services in the province.

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DEPUTY MINISTER

Responsible for the overall management of the department, including the administration and delivery of the province's Hospital Services, Health Care Insurance, Public Health, Mental Health, Long Term Care and Emergency Health Services programs; also, for the formulation of long term health and health care delivery objectives, policies and plans for recommendation to the Minister of Health.

Rheal LeBlanc **427-7164**

MENTAL HEALTH PATIENT ADVOCATE

The Mental Health Patient Advocate is appointed to assist formal psychiatric patients in understanding and exercising their rights. The office also has responsibility for investigating concerns or complaints relating to persons who are or have been committed and involuntarily detained in designated psychiatric facilities under the Mental Health Act, and may make recommendations pursuant to the Act and/or the Patient Advocate Regulations.

Dr. Mervyn Hislop **422-1812**

COMMUNICATIONS BRANCH

Responsible for providing external and internal information services, including publications, advertising, displays, audio-visual productions and reports. As well, the Branch responds to media inquiries and provides consultative services to the department and the minister's office.

Director, Rhonda Stevenson	**427-7164**
Assistant Director, Gordon Turtle	**427-7164**
Alberta Health Care Insurance Plan	**427-7164**
Acute and Long Term Care	**427-7164**
Public Health	**427-5541**
Mental Health	**427-5541**

INTERNAL AUDIT

Responsible for assisting executive management of the department in the effective discharge of their financial management accountabilities by providing analysis, appraisals, recommendations, counsel and information concerning activities audited. Internal Audit is a control which functions by examining the adequacy and effectiveness of other controls. The Branch is also responsible for operating the disbursement control function over the Alberta Health Care Insurance Fund.

Director, Phil Pardo	**427-1419**
Disbursement Control Manager, Manuel Pinto	**427-0273**

PROVINCIAL NURSING CONSULTANT

The Provincial Nursing Consultant is responsible for coordinating and implementing the Premier's Nursing Initiatives and other provincial initiatives and projects. In addition, the P.N.C. advises and consults with senior department officials, line staff, and nursing organizations and groups on all matters relating to nursing in the province.

Sharon E. Snell, R.N. **427-7164**

Primary Contacts:

Management Information System
(MIS) Nursing Project
Project Coordinator:
Bruce Finkel 422-1601

Nursing Consultant
Sharon Laskiwski 422-1601

Job Enhancement Advisory Committee
Project Coordinator:
Sara Wright 427-8883

Provincial Nursing Action Plan
Project Coordinator:
Suzanne Clark 422-1619

PROVINCIAL MEDICAL CONSULTANT

The Provincial Medical Consultant is responsible for the provision of: policy advice to the Minister, the Deputy Minister and to senior department management on a wide range of health issues; leadership in the development of departmental medical practice norms, or protocols for the various health professions; medical support as required to all divisions of the department. The Provincial Medical Consultant is the departmental liaison with health professional associations. In addition he is also responsible for medical practise oriented research, administration of funding for educational purposes, Out-of-Province Supplementary Benefits, Emergency Financial Assistance Programs, alternative funding agreements and the Rural Physician Action Plan.

Dr. Howard Platt, M.B., Ch. B. **427-7164**

Physician Services Study Unit

Responsible for examining present medical services in Alberta and their contribution to the improved health and well being of Albertans; patterns of usage of the health care system by both practitioners and registrants; developing policy and options relating to the usage of the health care system; and developing and recommending approval of departmental medical practice norms or protocols. In addition conducting medical practice research and developing recommendations relating to the practice of medicine in Alberta.

Primary Contact:
Sheena E. Woodhead **427-7164**

Graduate Medical Education

Responsible for the administration of funding to assist medical education where it involves provision of service to Alberta residents.

Primary Contact:
Dorothea Moerer **427-7164**

Out of Province Supplementary Assistance Program; and Emergency Financial Assistance Program

Responsible for the administration of funding above normal rates when Albertans require medical services out of the province.

Primary Contact:

Carol Paisley 427-7164

Physician Manpower Initiatives

Responsible for the development and administration of physician initiatives including the Rural Physician Action Plan and the Rural Incentive Payment Program.

Primary Contact:

Sandra C. Woodhead-Lyons 427-7164

Administration of Alternative Funding Agreements

Responsible for the administration of alternative funding agreements.

Primary Contact:

Dorothea Moerer 427-7164

Areas of responsibility cover the application and implementation of information technology and the administration of automated data assets for the department. The division provides technical innovation in the areas of integrated data bases; telecommunications for data distribution and systems development; maintenance to support program delivery and to allow adequate planning in the health care field; services to external facilities including active treatment hospitals, health units, and long term care and extended care institutions.

Assistant Deputy Minister 427-8717
Dick Alvarez

Information Services

Director, Grant Chaney	**422-9449**
Primary Contacts:	
Decision Support & Information Centre Patricia Lee	422-9449
Image Processing Glenn Sundquist	422-9449

Operations

Director, Ron Chilibeck	**422-9449**
Primary Contacts:	
Application Support Terry Oakes Norma Balcombe	422-9449 427-1048
Production Support Pat Fowler	427-1459
Data Base Administration Chris Chan	422-9449

Planning, Consulting & Telecommunications

Director, Trevor Hodge	**427-7127**
Primary Contacts:	
Data Management Jane Curry	427-0599
Hospital Systems Consulting Gerry Slusar	427-0599
Planning and Telecommunications Rob Jephcott	427-0599

Systems Development

Director, Fred Poppe	**427-3279**
Primary Contacts:	
Systems Managers Curry Cochrane Susan Watson	427-3283 427-3283

Responsible for management of departmental resources through development of financial systems, planning, analysis, expenditure certification and payment, revenue management, and provision of administrative support services.

Assistant Deputy Minister **Aslam Bhatti**	**427-7164**

Financial Planning

Responsible for the planning, development, monitoring and analysis of the department's annual operating and capital budgets and administration of equity agreements.

Director, Peter Hegholz **427-7164**

Primary Contacts:

Hospital Services Division, Health Care Insurance Division, Applied Cancer Research --Alberta Heritage Savings Trust Fund (AHSTF) and Equity Agreements
Rakesh Kaushal 427-7164

Public Health Division, Mental Health Division, All Corporate & Program Support Service Divisions, Alberta Family and Substance Abuse -- Alberta Heritage Savings Trust Fund (AHSTF)
Christine Powell 427-7164

Financial Systems and Analysis

Responsible for analysis of financial results and issues, provision of future year forecasts, identification of financial control requirements for new systems and providing advice on financial matters.

Director, Dave Cathro **427-2651**

Financial Operations

Responsible for controllership in the processing of payments and receipts, establishing and maintaining accounting records and procedures, collecting and refunding of health care premiums, and participating in financial system development and operation and contract administration.

Director, Corinne Bleakley **427-1402**

Primary Contacts:

Grant Payments
Don Pischke 427-0654

Health Care Premium Refunds
Kamal Seth 427-5237

Banking & Chequing Inquiries
Evelyn Bakker 427-5268

Premium Payment Processing
Dennis Goldsack 427-1429

Collection Agency Inquiries
Dan Lo 427-1410

Wage Attachments & Legal
Shirley Eisenkrein 427-1412

Expenditure Officer Authorities
Carol Wilson 427--1402

Contract Administration
Tilly Karosas 427-1402

System Development & Operation
Sue Bohaichuk 427-1402

HUMAN RESOURCE SERVICES DIVISION

Administrative Services

Responsible for supporting the department's programs by providing purchasing and print services, mail and general services, warehousing services, records management and accommodation services. Also responsible for providing technical and professional support to program managers.

Director, Roger Mariner **427-4556**

Primary Contacts:

Records Management
Joyce Ewaniuk 422-9512

Accommodations Planning
Lynda Day 422-9510

Accomodations Services
Julian Ninowsky 422-9510

General Services
Linda Yurko 427-1425

Responsible for comprehensive human resource programs. These programs include recruitment, selection, classification, pay and benefit administration, coordination of employee relations activities, human resource development, human resource information, organizational analysis and design. Leadership is provided to the department through the development of corporate programs such as performance management, career management and corporate wellness. In addition, advice, support and direction are provided to program areas and the Deputy Minister on external health/human resource related issues and problems.

Assistant Deputy Minister **427-3274**
Harvey Geddes

Personnel Services

Responsible for providing primary contact and consultation support service to the department regarding human resource issues. Services provided include recruitment and selection, classification, organizational analysis and design, pay and benefit administration, and employee relations issues including collective agreement interpretations and grievance and discipline programs. Also responsible for management of occupational health and safety programs, and long term disability insurance programs.

Director, Terry Chugg **427-3274**

Primary Contacts:

Organization and Staff Services
Lynn Stephens 427-1524

Employee Relations
Tim Ward 422-1076

Pay and Benefits
Brenda Williams 422-7671

Corporate and Human Resource Development

Responsible for providing training and development related services. These services include technical training in microcomputer skills and in support of the Health Care Insurance Plan. Personal and professional training which concentrates on enhancing customer service, orientation, and performance management; supervisory and management development training which assists staff in their present roles and prepares them to enter new roles.

Also provides services in the areas of corporate wellness, career development, operational planning, and educational leave/incentive, and coordinates Women's Programs.

Director, Rob Schnell **422-1441**

Primary Contacts:

Corporate Development
Pat Kachmar 422-1441

Training Delivery
Denise Burrell 422-1441

Projects and Information Services

Responsible for providing support to the human resource program areas through management of special projects, coordination of input to departmental projects, coordination of automated equipment acquisition, and management of Human Resource Information Systems.

Manager, Vernon Gee **427-3274**

Health Industry Labour Relations

Responsible for providing comprehensive policy, planning, and program support to the department relative to a broad range of health industry labour relations acitivities including negotiations, compensation analysis and planning, and the development of strategies related to health work-life issues.

Director, Art McIntyre **427-0235**

POLICY AND PLANNING SERVICES DIVISION

The Policy and Planning Services Division provides support to the Minister, Deputy Minister and the Executive Committee of Alberta Health on matters relating to planning, policy development and evaluation of the Alberta health care system as well as with respect to national health policy issues. The Division collects, analyses and disseminates statistical and other information required to perform these functions and additionally manages the regulatory requirements of the department. The division provides expert advice, consultation and recommendations in the areas of costing and negotiations with professional associations.

Assistant Deputy Minister **427-8599**
Cecilie T. Lord

Library and Inquiry Services

This branch pro-actively develops, maintains and provides access to the information resources and services that will meet the needs of departmental programs and staff, and legitimate clients of the department's programs. The branch also augments the information resource located within local communities in Alberta through the provision of information and the loan of materials.

Director, Joanne Lavkulich **427-3530**

Primary Contacts:

Community Health Section
Susan Jones 427-3530
Anna Duerr 427-3530

Hospitals and Medical Care Section
Peggy Yeh 427-8720
Kathy Lema 427-0602

Program Evaluation and Review

Program Evaluation and Review Branch is mandated to undertake studies and make recommendations to improve the effectiveness of health care systems, programs and services managed and/or funded by Alberta Health; foster research into innovative programs and organizational structures through the Health Services Research and Innovation Fund; and inventory health research activities in the province, and provide support to departmental and interdepartmental bodies setting and coordinating research priorities and agendas.

Director, Ray LaFleur **427-2654**

Primary Contacts:

Quality Assessment and Operation Review
Keith McLaughlin 427-2654

Program Evaluation
Gail Matheson 427-2654

Health Services Research and Innovation Fund
Judy Barlow 427-2654

Health Economics and Statistics

The branch is responsible for initiating, administering and coordinating policy-oriented research related to health economics, participating in the development and assessment of departmental policy in the allocation of health care resources, developing and maintaining health status indicators, and providing research and analytic services to other management centres in the department.

It also acts as a focal point for federal-provincial and inter-provincial coordination of health economics research. It provides statistical support for the administration of the Alberta Health Care Insurance Plan, the Alberta Hospitalization Benefits Plan, the Alberta Nursing Home Plan, the Public Health Act and the Mental Health Act.

Director, Dr. M. Cheung **427-1420**

Primary Contacts:

Hospital Economics
Tapan Chowdhury 427-0859

Medical Economics
Don Graydon 427-0859

Community Health Services
Dr. George Parakulam 427-0859

Research and Planning

The Research and Planning Branch takes a lead role in the planning, policy and research activities of Alberta Health. This includes coordination of the department's strategic and corporate planning process, health disciplines planning, policy analysis relating to health service delivery and program development, federal and provincial liaison and the coordination of health policy development and its implementation for Native people of Alberta

Director, Dr. G. Lynn Hewitt **427-8890**

Primary Contacts:

Policy Development
Evelyn Swanson 427-0407

Planning
Brenda Johnson 427-0407

Federal and Provincial Relations
Dave Alexander 427-0407

Native Health
John McDonough 427-0407

Project Manager
Rosemary Bacovsky 427-0407

Legislative Research and Planning

This branch provides legislative research and planning services to the department and, through liaison with the Attorney General's department, co-ordinates all legal matters. The branch also administers third party liability recoveries and hospital district organization, boundaries ard requisitions.

Director, Bruce W. Jones **427-6098**

Primary Contacts:

Legislative Affairs
Janice Trylinski 427-6098

Third Party Liability
Ray LaRiviere 427-7117

District Organization, Boundaries & Requisitioning
Sheila Blair 427-6098

MENTAL HEALTH DIVISION

The mission of the Division and the mental health system is to promote, preserve and restore the mental health of Albertans. This mission will be achieved though the equitable, effective, efficient and accountable delivery of services and programs in response to the needs of Albertans.

The Division ensures the availability of quality treatment and support services for mentally ill residents of Alberta by operating community mental health and institutional mental health services as well as funding community agencies and suicide prevention programs.

Assistant Deputy Minister **427-2816**
Bernard Doyle

Service Development and Delivery Branch

Under the Executive Director, the Branch is responsible for developing policies and ensuring delivery of mental health services to all Albertans in need of those services. This is achieved through the Division's extended care centres, regional offices and clinics, as well as other partners within the continuum of care, i.e., funded agencies, acute care hospitals, Alberta's two psychiatric hospitals and in consultation with Alberta's nine Regional Mental Health Planning Committees.

The service delivery is supported by and integrated with a **Consultation/Resource Unit**. Headed by a Manager and composed of five Mental Health Services Consultants, the unit is reponsible for developing a variety of specialty programs, hospital liaisons, Mental Health Act issues and other projects. The Consultants carry responsibility for individual projects but also work as a team on more complex issues.

Executive Director, Denis Ostercamp **427-2816**
Manager, Chris Lewis

Service Support Systems Branch

Under a Director, this Branch is responsible for developing and providing technical support services to the division and its partners. The Finance and Administration Unit and the Divisional Information Services Unit are integrated with a Corporate Planning and Coordination Unit to allow for a comprehensive approach to the work within Mental Health Services. The Branch supports Division-wide issues, projects, and services.

Director, Henry Borowski **427-2816**

Finance and Administration, Linda Weir
Corporate Planning and Coordination, John Willms
Divisional Information Services, Cathy Stewart
M.H. Promotion and Public Relations, Orrin Lyseng

Research, Evaluation and Suicide Prevention Branch

The responsibility of this Branch is to conduct research into the work of Mental Health Services to determine improved ways of measuring the outcomes of the services provided. In order to enhance the overall effectiveness of Mental Health Services the intent of this Branch is to: develop a comprehensive evaluation framework and set of protocols; develop standards by which to measure outcomes; conduct relevant research that is derived from issues faced by the Division; coordinate evaluations required by the Division; complete other research currently in progress; continue the work of suicide prevention through research and evaluation, and; administer the Alberta Mental Health Research Fund (AMHRF).

Director, Dr. Ronald J. Dyck **427-2816**
Senior Research Consultant, Dr. A.H. Thompson

Mental Health Strategic Planning Initiative

This very important initiative puts into practice the principles and directions contained within the document "Future Directions for Mental Health Services in Alberta". The initiative is steered by the Mental Health Strategic Planning Advisory Committee and its three working groups.

Coordinator, Betty Jeffers **427-2816**

PUBLIC HEALTH DIVISION

Responsible for the management of government funding, and the provision of consultative services for planning, operating and evaluating health promotion, disease prevention and community care programming provided by 27 health units and over 20 other community organizations in Alberta. Management of government funding for the operation of the two Provincial Laboratories of Public Health and the Public Health Advisory and Appeal Board.

Assistant Deputy Minister **427-6466**
Steve Petz

Provincial AIDS Program

Responsible for limiting or eliminating the spread of human immunodeficiency virus (HIV) infection in Alberta, primarily through direct and indirect educational activities, to monitor the spread of the infection, and to ensure that care and support of people with HIV infection are available in institutional and community settings.

Medical Director, Dr. Bryce Larke **427-0836**

Alberta Aids to Daily Living

Responsible for the Alberta Aids to Daily Living (AADL) program, which provides total or partial payment for medical equipment and supplies for individuals who are disabled, chronically ill, or terminally ill to assist them to function more independently in a home or a home-like setting.

Director, Nancy Decock **427-0731**

Communicable Disease Control and Epidemiology

Responsible for maintaining a surveillance of communicable disease activity within Alberta; to monitor selected non-communicable and chronic disease; assist in the development of preventive interventions; and provide direct diagnostic treatment and follow-up services in highly specialized areas, particularly tuberculosis and sexually transmitted diseases.

Director, Dr. John Waters **427-5263**

Environmental Health

Responsible for planning; providing technical, program and professional support; and evaluating environmental health programs provided by the 27 health units to protect the health of Albertans. Environmental Health programming focuses on food control, water protection, waste management and ensuring acceptable quality for rental and public accomodation.

Director, George Flynn **427-2643**

Family Health Services

Responsible for the provision of specific health expertise, support and resources to health units and other funded agencies responsible for the direct delivery of services to individuals. Consulting services are provided in the following program areas: community health nursing, dental health, early intervention, nutrition, sexual health, and speech-language pathology.

Director, Pearl Morrison **427-2653**

Health Promotion

Responsible for providing specific initiatives and consultative services to health units which enable individuals and communities to identify and meet their own health needs. It uses effective health education, community development, policy development, social marketing and research to achieve its goals.

Director, Katherine Caine **427-5367**

Home Care/Community Long Term Care

Responsible for providing direction to health units and other agencies in Alberta about the delivery of home care and other community-based acute, long term and palliative care services to the citizens of Alberta.

Director, Lois Borden **427-4610**

Program Support Services

Responsible for providing support, direction and consultation to the Public Health Division, Public Health Advisory And Appeal Board, the Provincial Laboratories of Public Health, the 27 health units and other funded agencies. Support services provided are in the areas of finance, accommodation, strategic planning, personnel, communication and correspondence, management of division-wide public health issues, as well as office management and administration.

Director, Mike Reynolds **427-6466**

ACUTE AND LONG TERM CARE DIVISION

Areas of responsibility cover planning, developing and funding effective and efficient services and programs in provincial active treatment hospitals, long term care facilities and emergency health services.

Associate Deputy Minister **427-7164**
Donald J. Philippon

Primary Contacts:

Acute Care Funding Plan
Nadini Kuehn 427-0175

Management Information System Project
Wendy J. Harper 427-0174

Project Management
Jon Pascoe 427-7164

Long Term Care Branch

Responsible for funding, developing, implementing, monitoring and reviewing resident care programs, standards funding policies, and guidelines of long term care facilities in the Province.

Executive Director, Vivien Lai **427-7128**

Primary Contacts:

Financial Services
Jane Cox 427-7128

Program Operations
John Grant 427-7128

Program Development
Donna Smith 427-7128

Specialty Services Branch

Responsible for planning and responding to the physical requirements (new construction, renovations and equipment) of health care facilities and program support requirements in such specialized areas as diagnostic imaging, laboratory medicine, rehabilitation and food services. The branch is also responsible for assessing and evaluating new and existing technologies, programs and facilities.

Director, Ron Taylor **427-8719**

Primary Contacts:

Capital Planning
Bob Thomas 427-6076

Health Technology
Vacant 427-6076

Diagnostic Imaging
Angie Arseniuk 427-6076

Rehabilitation
Elaine McLeod 427-6076

Dietary
Betty Gravett 427-6076

Equipment Planning
Bruce McAdam 427-6076

Laboratory Services
Gloria Publicover 427-6076

Hospital Services Branch

Responsible for providing innovative leadership; collaborating with health service partners in planning, developing and funding effective and efficient hospital services; and ensuring Government policy is implemented in relation to hospital services.

Executive Director, Frank H. Langer **427-6080**

Assistant Executive Director
Doug Fletcher 427-6080

Primary Contacts:

Edmonton Team
Maureen Bain 427-6080

Calgary Team
Brian Popp 427-6080

North Team
David Bougher 427-6080

South Central Team
Lorraine McCullagh 427-6080

Financial Services
Ralph Fernando 427-6080

Operational Planning
Bruce Airth 427-6080

Institutional Reporting
Tina Ratcliffe 427-6080

Emergency Health Services Branch

Responsible for the Air and Ground Ambulance and Blood Services programs, the Department Disaster Plan, and inter-facility transfer policy matters.

Director, Jon Pascoe **427-4105**

Primary Contacts:

Air Ambulance 427-3292
Ross Turnbull, Manager 427-3292
Elsie Rosenau, Supervisor 427-3292
Jeannie Durand, In-Province 427-3292
Habiba Bhojani, Out-of-Province 427-3292

Blood Services, Disaster Planning & Inter-Facing Transfer
Jeannie Durand 427-4105

Ground Ambulance 427-4105
Garry Alford, Manager 427-4105
Mike Boyd, Ambulance Consultant 427-4105

Senior Project Officer
Bruce Conley 427-4105

HEALTH CARE INSURANCE DIVISION

Areas of responsibility cover the registration of residents with the Alberta Health Care Insurance Plan, premium billing for AHCIP and non-group Blue Cross coverage, the establishment of benefits for services provided by medical and non-medical practitioners, establishment of fee schedules, the payment of claims, the review of practitioner patterns of practise, extended health services (for seniors), and vital statistics.

Assistant Deputy Minister **427-1558**
David Kelly

Registration

Responsible for registering residents of Alberta, maintaining registration information for paying medical claims, billing premiums, administering group plans, enrolling residents for Alberta Blue Cross non-group coverage, providing customer services in Edmonton and Calgary and liaising with provincial and federal government departments on health care coverage for persons under immigration jurisdiction.

Director, Ed Hagen **427-1522**

Primary Contacts:

Public inquiries, premium billing, group administrative support, cashier services, registration research, correspondence.
Marg Skori 427-0800

Registration, registration maintenance, premium subsidy program, systems planning
Janet Skinner 427-1490

Calgary Office

Public inquiries, premium billing, group administrative support, cashier services, registration research, correspondence
Mona Grenier 297-5120

Claims

Responsible for paying benefits for in-province and out-of-province/country health care services, maintaining a detailed register of all in-province practitioners eligible to receive benefits, discussing benefit changes with health care professional associations and other provincial plans, processing of out-of-province/country hospital claims, and issuing of Statement of Benefits Paid.

Director, Carol Acorn **427-1572**

Provincial Contacts

Claims Assessment: In-province practitioner claims, responding to appeals and inquiries from practitioners, EMSAF, Practitioner Liaison, Field Services.
Louise Hewak 427-1474

Communications: Correspondence, External Communications
Gail Cameron 422-4611

Specialized Claims Assessment: Out-of-province/ Country, Workers' Compensation Board (excluding physical therapy), Subscriber Claims, Hospital and Medical Reciprocal Billing, Extended Health Benefits (eyeglass and dental) and Statement of Benefits
Leah Oille 427-0761

Systems and Branch Support: Practitioner Registry, Central Files, Branch Support and Systems Liaison
Colette de Guzman 427-1581

Operational Development:
Claims Redevelopment Project

Acceptor for deliverables, relating to all affected business areas pertaining to the project.
Carol Acorn 427-1572

Implementation planning and acceptance testing
Colette de Guzman 427-1581

Training and Conversion
Laurel Watt 427-3283

Medical Consultant's Office

The Medical Consultant's Office provides medical expertise to the Health Care Insurance Division. The Medical Consultant provides consultation in the development of claims assessment policy; assists in the assessment of complex claims; assists in co-ordinating the consultation process with the Alberta Medical Association and other practitioner groups; assists division staff in the monitoring of practise patterns and represents the department at the Medical Practise Audit Committee; acting as a point of contact for physicians and other practitioners who wish to raise professional issues with the Plan; and represents the department in inter-provincial meetings of medical directors.

Dr. Ian Bailes **427-1558**

Non-Medical Services

Responsible for the management of the non-medical basic health services programs (chiropractic, oral surgery, optometry, physical therapy and podiatry) and the extended health benefits programs (dental, denturist, ophthalmic dispensors or opticians, optometry); the establishment and maintenance of effective working relationships with related health care professions, professional associations/organizations; and the monitoring of utilization.

Director, Jon D. Brehaut **427-1558**

Professional Services

Responsible for medical policy development and the management of the Schedule of Medical Benefits, including identification of insured benefits; establishment of claims assessment rules; and the consultations process with the Alberta Medical Association. Directs and coordinates reviews and analyses of practitioner patterns of practise and advice on norms of practise; provides technical support and advice in the assessment of complex claims.

Director, Jan Thygesen **427-1573**

Vital Statistics

Responsible for registration of all births, deaths, marriages and changes of names occurring in Alberta and provides certificates of confirmation of these events on request. Provides statistics for government and approved private health-related agencies for purposes of data exchange, comparisons and research, plus a data base to monitor the state of public health in Alberta. Also responsible to register and licence marriage commissioners, members of the clergy to perform marriages, marriage licence issuers and hospital registrars.

Director, Margaret MacGregor **427-5857**
Primary Contacts:

Field Services
William S. Pisarchuk 427-5941

Systems Administrator
Connie Schultz 422-3784

Correspondence Supervisor
Rita Reicher 422-4886

General Inquiries **427-2683**

Pharmacy Services

Responsible for the management of the province's non-group Blue Cross pharmaceutical program including the development, implementation and adminstration of program policy and procedures; consultation with Alberta Blue Cross and the Alberta Pharmaceutical Association relating to all aspects of delivery and monitoring of the drug program; and drug utilization.

Director, Larry Shipka **427-1558**